

# **Department of Veterans Affairs (VA)**

## **Veteran Health Identification Card (VHIC)**

### **VHIC 4.5 Release Notes**



**July 2015**

## Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
7/15/2015	1.0	Initial Version	REDACTED

## Table of Contents

<b>1. Overview .....</b>	<b>1</b>
<b>2. Defect Fixes with Remedy Tickets .....</b>	<b>1</b>
<b>3. Enhancements .....</b>	<b>1</b>
3.1 Card Deactivation .....	1
3.2 Report Enhancements .....	2
3.3 Card Request Enhancement .....	2
3.4 User Guide Reorganization .....	2
<b>4. Related Documents .....</b>	<b>3</b>

## 1. Overview

The 4.5 Release of the Veterans Health Identification Card (VHIC) web application provides enhancements to the application as outlined below:

- Provides the ability for VHIC Administrators to deactivate VHIC cards
- Enhancements to reporting and roles
  - The Card History Report has been enhanced with new fields, more descriptive data and improved labels
  - The Veteran Report has been enhanced with new fields, more descriptive data and improved labels
- Enhancements to the card request process
  - Users will be able to select the option to mail card to a Veteran's Preferred Facility
- The VHIC User Guide has been reorganized into three separate volumes:
  - VHIC 4.5 Volume 1 - Card Requests and Card Deactivations
  - VHIC 4.5 Volume 2 - Reports
  - VHIC 4.5 Volume 3 - Troubleshooting

## 2. Defect Fixes with Remedy Tickets

No defect fixes with Remedy Tickets were included in this release.

## 3. Enhancements

The following section is an overview of the enhancements for VHIC users that have been added in the VHIC 4.5 release.

### 3.1 *Card Deactivation*

#### **Issue**

The VHIC Business desired the ability to have Administrators deactivate a Veteran's cards from within the VHIC Application.

#### **Solution**

- The VHIC system has been modified to allow the VHIC Administrator to change the card status to "deactivated." (The MVI record will be unlinked, and the image will be retained in the VHIC system.)

- The VHIC system displays the option to deactivate a card as a third tab to the VHIC user.
- The VHIC system displays the deactivation functionality as a Utility Card Administrative Function.
- Users must enter in a deactivation reason during the process. This reason is recorded by the VHIC system.

### **3.2 Report Enhancements**

#### **Issue**

The VHIC Business requested a number of changes to the Veteran Report and Card History Report within the VHIC application.

#### **Solution**

The VHIC Application has been modified based on the agreed upon changes.

- The Card History Report has been enhanced with new fields, more descriptive data and improved labels
- The Veteran Report has been enhanced with new fields, more descriptive data and improved labels

### **3.3 Card Request Enhancement**

#### **Issue**

The VHIC System allows the clerk to choose between multiple possible addresses when determining where to mail a Veteran's card. In prior releases, the clerk could select Facility, which was determined by the VHIC clerk's location. A new Preferred Facility choice has been added which is determined from the Veterans' record in Enrollment System.

#### **Solution**

Users will be able to select to mail the card to the Veteran's preferred facility (as dictated by Enrollment Services).

### **3.4 User Guide Reorganization**

#### **Issue**

The VHIC User Guide is a very long and complex document. It can be difficult to find the desired content.

## **Solution**

The User Guide has been restructured into three volumes for clarity and ease of distribution.

- VHIC 4.5 Volume 1 - Card Requests and Card Deactivations
- VHIC 4.5 Volume 2 - Reports
- VHIC 4.5 Volume 3 - Troubleshooting

## **4. Related Documents**

The [VA Software Documentation Library \(VDL\) website](#) will contain the VHIC 4.5 Release Notes and the updated VHIC User Guide. This website is usually updated within 1–3 days of the patch release date.